

**SPEECH BY THE EXECUTIVE MAYOR OF POLOKWANE MUNICIPALITY,
CLLR MAKORO JOHN MPE, DURING THE LAUNCH OF THE ROLLOUT
OF SMART METERS**

Press Theatre, New Peter Mokaba Stadium | Wednesday, 19 November 2025

Programme Director,
Council Speaker, Cllr Kobela Modiba
Council
Members of the Mayoral Committee,
City Manager and municipal officials,
Our partners in implementation,
Members of the media,
Distinguished guests,
Ladies and gentlemen,

Good afternoon

Today marks a significant milestone in the journey of our municipality — a journey of transformation, renewal and modernization. Polokwane is rising. And as the City of Stars rises, that rise must be matched by infrastructure developments that strengthen our capacity to serve our people. That is why we are gathered here: to build, to modernise, and to prepare our city for the demands of the future.

We are launching an **innovative Smart Revenue Recovery, Enhancement and Digitization Programme** — a programme that will modernise how we manage water and electricity services, transform our customer service systems and stimulate job creation and local economic development.

In this initial phase, we are rolling out the installation of **50 000 smart meters** across Polokwane, in the City, Seshego and Mankweng clusters — **30 000 water meters and 20 000 electricity meters**. This is one of the largest installations undertaken and it represents our commitment to a smarter, more efficient, and more accountable city.

As part of this phase, we are **prioritising customers without meters, as well as customers whose meters have technical or communication challenges**. We are addressing these issues head-on, ensuring that every household and every business receives a reliable, modern, fully functional smart meter. No one will be left behind as we modernise our city.

The smart metering programme will help us transition from manual, error-prone and expensive methods to a modern, unified, digital platform fit for a city on the rise.

Ladies and gentlemen,

This is a transformation of how Polokwane works.

The programme will improve revenue management, enhance billing accuracy and reduce losses. It will digitise customer service functions, reducing long queues, simplifying the logging of faults and complaints, improving turnaround times and cutting duplicated costs across departments. We are essentially rebuilding the backbone of our service delivery systems.

Today is a turning point.

By formally introducing smart water and electricity meters, we send a clear message: Polokwane is embracing the future. We are building a smarter, more responsive and more accountable municipality.

In many of my previous addresses, I have emphasised that a growing city cannot rely on yesterday's systems. We must move with the times. We must embrace innovation. We must adopt technologies that match the speed and complexity of a modern city. Today's launch represents that shift, a commitment to excellence, to reliability and to smarter service delivery.

Smart metering is about **transforming the relationship between the municipality and its residents** — building trust through accuracy, transparency and responsiveness. It is about ensuring that our infrastructure keeps pace with our ambitions as a rapidly growing metropolitan centre.

The rollout of this programme will unfold in phases across the municipality. Our teams will work closely with ward councillors, community structures and residents. We will ensure that the public is informed, educated and supported at every stage of this transition. This work requires partnership — between the municipality and its communities — and success will depend on cooperation, communication and shared commitment.

Colleagues,

This launch reaffirms our broader vision for Polokwane:

- A city that embraces innovation.
- A city where service delivery is strengthened through smart systems.
- A city that leads in municipal transformation and digital governance.
- A city rising boldly and confidently into the future.

To the residents of Polokwane — this programme is for you. A modern city must deliver services with transparency, fairness and reliability. Smart metering brings us closer to a city where you can trust the bill you receive, track your usage accurately and enjoy efficient service supported by modern technology.

Polokwane is rising.

And today, we rise not only in name or ambition — but in infrastructure, in systems and in our commitment to building a smart, efficient and future-ready City of Stars.

I thank you.